



CITY OF ATLANTA

SUITE 1900

55 TRINITY AVENUE, SW

ATLANTA, GA 30303

(404) 330-6204 Fax: (404) 658-7705

Internet Home Page: www.atlantaga.gov

Kasim Reed
Mayor

DEPARTMENT OF PROCUREMENT

Adam L. Smith, Esq., CPPO, CPPB

Chief Procurement Officer

asmith@atlantaga.gov

April 30, 2012

Dear Potential Proponents:

Re: FC-5699, Workers' Compensation, Healthcare and Litigation Management

Attached is one (1) copy of **Addendum Number 1**, hereby made a part of the above-referenced project.

For additional information, please contact Mr. Wendell Bryant, Contracting Officer, at (404) 330-6127 or by email at wambryant@atlantaga.gov.

Sincerely,



Adam L. Smith

ALS/wamb

cc: J. Deloach
M. Walker

ADDENDUM NO. 1

This Addendum No. 1 forms a part of the Request for Proposals and modifies the original solicitation package and any prior Addenda as noted below and is issued to incorporate the following:

1. **PROPOSAL DUE DATE:** **Tuesday, May 15, 2012.**
2. Responses to Questions.

The last day for questions was April 20, 2012.

Addendum No. 1 for **FC-5699, Workers' Compensation, Healthcare and Litigation Management** is available for pick-up in the Plan Room: City Hall, 55 Trinity Avenue, Suite 1900.

Proposals are due on Tuesday, May 15, 2012, and should be time stamped in no later than 1:59 p.m. and delivered to the address listed below:

Adam L. Smith, Esq., CPPO, CPPB
Chief Procurement Officer
Department of Procurement
55 Trinity Avenue, S. W.
City Hall South, Suite 1900
Atlanta, Georgia 30303

****All other pertinent information is to remain unchanged****

Acknowledgment of Addendum No. 1

Proponents must sign below and return this form with bid to the Department of Procurement, 55 Trinity Avenue, City Hall South, Suite 1900, Atlanta, Georgia 30303 as acknowledgment of receipt of this Addendum.

This is to acknowledge receipt of **FC-5699, Workers' Compensation, Healthcare and Litigation Management** on this the _____ day of _____, 2012.

Legal Company Name of Proponent

Signature of Authorized Representative

Printed Name

Title

Date

FC-5699 Questions for Addendum No. 1

1. Please provide following: a) Number of Current OPEN Medical Only and Lost Time Claims that would be taken over by new TPA; b) Number of Lost Time claims for each of the last 3 years (2009, 2010, & 2011) ... OPEN and CLOSED ... to determine volume of claims per year; c) Number of Medical Only claims for each of the last 3 years (2009, 2010, & 2011) ... OPEN and CLOSED ... to determine volume of claims per year; d) Number of Report Only claims for each of the last 3 years (2009, 2010 & 2011) ... to determine volume of those claims per year
 - A. 398 FILES TO DATE**
 - B. SEE ADDENDUM 1; ATTACHEMENT 1**
 - C. SEE ADDENDUM 1; ATTACHEMENT 1**
 - D. SEE ADDENDUM 1; ATTACHEMENT 1**
2. Does the City of Atlanta use their own software to monitor risk management elements... if so, please define by name?
 - A. CURRENTLY THE CITY OF ATLANTA DOES NOT HAVE A RISK MANAGEMENT INFORMATION SYSTEM (RMIS). THE CITY OF ATLANTA IS IN THE PROCESS OF ACQUIRING A RIMS.**
3. Would the new TPA be required to download certain data into the City's system?
 - A. THE CITY OF ATLANTA IS IN THE PROCESS OF ACQUIRING A RISK MANAGEMENT INFORMATION SYSTEM THAT MAY REQUIRE DOWNLOADS OF CERTAIN INFORMATION.**
4. Will the City of Atlanta accept an electronic copy of the proposal ... or only hard copies (notebook)? How many copies are required?
 - A. HARD COPIES ONLY ONE (1) ORIGINAL AND SEVEN (7) COPIES. VOLUME I AND VOLUME II SHOULD BE IN ONE BINDER WHEN POSSIBLE AND THE COST PROPOSAL SHOULD BE SEALED AND SEPARATE.**
5. From the day City of Atlanta announces award of contract, how long will the new TPA have to be operational with its services ... setting up an office, staffing, systems, etc.?
 - A. STARTING AT THE EFFECTIVE DATE OF THE CONTRACT, THE VENDOR/PROVIDER MUST IMPLEMENT A COMPREHENSIVE WORKERS' COMPENSATION PROGRAM AND SUPPORT SYSTEM(S) WITHIN 2 MONTHS IN A PHASED APPROACH.**

6. What types of reports does the City of Atlanta envision for measurement of "actual performance against the required service levels"?
A. THE CITY OF ATLANTA WILL UTILIZE ITS OWN SCORECARD AS WELL AS REVIEWING THE INTERNAL SCORECARD OF TPA.
7. The RFP mentions "user access" ... how many users does the City anticipate requiring access to the claims systems?
A. APPROXIMATELY 10 USERS
8. Can the City of Atlanta expand upon the concept of "benchmarking methodology"? What is expected?
A. THE PRICING MATRIX REQUIRED ALLOWS US TO COMPARE THE VARIOUS PROPOSALS TO ENSURE COMPETITIVE PRICING.
9. Will the new TPA be coordinating with a certain insurance broker or consultant hired by the City ... if so, please identify?
A. NO
10. Is there any chance of extending the deadline for response?
A. THE DEADLINE HAS BEEN EXTENDED TO TUESDAY, MAY 15, 2012.
11. How many new claims by claim type per year does the City have?
A. THE QUESTION AS PHRASED DOES NOT ALLOW US TO PROVIDE A RESPONSE. HOWEVER, WE HAVE PROVIDED DATA IN QUESTIONS NUMBERED 1 & 17.
12. How many total open claims by type would be transferred to the new TPA?
A. THERE WILL BE APPROXIMATELY 400 OPEN FILES TRANSFERRED.
13. Can the City provide loss runs?
A. THE QUESTION AS PHRASED DOES NOT ALLOW US TO PROVIDE A RESPONSE. HOWEVER, WE HAVE PROVIDED DATA IN QUESTIONS NUMBERED 1 & 17.

14. Does the City have any requirements or desires regarding Caseload limits per adjuster?
A. YES, THE PROPONENT WILL PROVIDE THE CITY OF ATLANTA WITH BEST PRACTICES IN ESTABLISHING CASE LOAD LIMITS.
15. Part 2, page 5 indicates that proposals are limited to 50 pages; however, Exhibit A, page 7 indicates proposals are limited to 40 pages. Which maximum page limit is correct?
A. THE CORRECT PAGE LIMIT IS 50.
16. Which of these sections in the RFP do we follow in formatting the order of our response. The executive summaries and page limits are different in both sections: Pages 5-9, Section 18. Party 2; contents of Proposals/Required Submittals, AND/OR Exhibit A, Scope of Services, pages 8-15
A. THE CORRECT PAGE LIMIT IS 50.
17. Can the City provide a 5-year Loss Run (HIPPA information excluded) of all claims sorted by accident year, claim type, claim status, inclusive of financials paid, open reserves, recovery and total incurred amounts?
A. SEE ADDENDUM 1; ATTACHMENT 2
18. Number of open (takeover) files with breakdown by claim type (Medical Only vs. Lost Time)?
A. THERE ARE APPROXIMATELY 400 (LT=261 / MO=137)
19. Number of new files per month with break down by claim type (Medical Only vs. Lost Time)?
A. THE QUESTION AS PHRASED DOES NOT ALLOW US TO PROVIDE A RESPONSE. HOWEVER, WE HAVE PROVIDED DATA IN QUESTIONS NUMBERED 1 & 17.
20. If the Prime is 100% EBO AABE does the requirements for subs, etc. still apply?
A. Yes. The Prime contractor may not count the value of their self performance toward the participation goal, and must engage in good faith outreach efforts to engage COA certified Subcontractors for participation credit.
21. How many claims in litigation?
A. THERE ARE 21 CLAIMS IN LITIGATION.

22. If the EBO is filed and pending, is credit given to the applicant?

A. Yes, OCC will give conditional credit for applicants with pending applications as of the bid due date.

23. Is the SSAE 16 required? Is it required of Prime and Subs? Is a pending SSAE 16 sufficient?

A. YES, SSAE 16 IS REQUIRED

B. YES

C. YES

24. Is the response limited to 40 or 50 pages?

A. THE CORRECT PAGE LIMIT IS 50.

25. In the Pricing Matrices, what is intended by vendor/provider capital investment; profile of capital investment/capital investment usage profile matrix/residual credit value for city assets?

A. THIS IS INTENDED TO IDENTIFY ANY CAPITAL INVESTMENT MADE FOR OR ON BEHALF OF THE CITY OF ATLANTA FOR THIS PARTICULAR RFP, INCLUDING BUT NO LIMITED TO INFORMATION TECHNOLOGY RELATED ACQUISITIONS.

26. Does city prefer pricing on "per claim" or "annual" basis?

A. THE CITY OF ATLANTA REQUIRES ANNUAL BASIS PRICING.

27. Please provide the current staffing model utilized by the incumbent TPA, such as number of claims examiners, supervisors, administrative positions, etc.?

A. 1 – CUSTOMER RELATIONS MGR

B. 1 – SUPERVISOR

C. 2 – LOST TIME ADJUSTERS

D. 2 – MEDICAL ONLY ADJUSTERS

E. 2 - ADMINISTRATIVE PERSONNEL

28. What is the medical bill volume per month, per year?

A. SEE ADDENDUM 1; ATTACHMENT 3

29. Can you provide 3-year Cost Savings for bill repricing services?
A. SEE ADDENDUM 1; ATTACHMENT 3
30. What is the preferred pricing for bill review services (% of savings, per line, or per bill)?
A. THE CITY OF ATLANTA DOES NOT HAVE A PREFERENCE AS LONG AS THE CITY IS PROVIDED WITH THE BEST POSSIBLE BILL PRICING AS IT RELATES TO BILL REVIEW.
31. What is the current bill review pricing?
A. THE CURRENT BILL PRICING IS \$7.50 PER BILL
32. How does the City propose to use SQR and Crystal Reporting with the vendor's Risk Management Information System (RMIS)? Do you require direct access to the vendor's database?
A. THE CITY OF ATLANTA IS UNABLE TO RESPOND TO THIS QUESTION AT THIS TIME.
B. YES, DIRECT ACCESS TO TPA'S DATABASE IS REQUIRED.
33. If the reports provided by the vendor's RMIS does not meet the City's needs, would it be acceptable to provide the required data to the City in the form of an upload?
A. NO
34. Please provide the number of open claims at 6/30/09, 6/30/10, 6/30/11 and most current available.
A. THE CITY OF ATLANTA IS UNABLE TO PROVIDE THE NUMBERS FOR THE REQUESTED DATES.
B. AT THIS TIME, THERE ARE APPROXIMATELY 400 OPEN CLAIMS.
35. What is the City's settlement philosophy? How many claims were settled in calendar year 2010? 2011?
A. SETTLEMENT IS ALWAYS AN OPTION THE CITY OF ATLANTA WILL EXPLORE.
B. SETTLEMENTS: 2010 = 11 2011 = APPROXIMATELY 15

36. What are the City's goals regarding performance of their workers compensation program?
What are the key metrics utilized? What is the basis used (i.e headcount, payroll,etc.?)
A. THE CITY OF ATLANTA USES AN AUDIT SCORECARD AND BEST PRACTICES OF PROPONENT. IN ADDITION, WE ARE LOOKING FOR THE TPA TO PROVIDE GUIDANCE AND DIRECTION IN THIS AREA.
37. What provision does the vendor have to terminate the contract midterm?
A. THIS IS AN ITEM SUBJECT TO CONTRACT NEGOTIATIONS.
38. Is the City still considering exercising the renewal option of the current TPA contract?
A. NO
39. Please clarify what risk management services the City is seeking from the TPA
A. LOSS CONTROL
B. ASSISTANCE WITH SAFETY PROGRAMS AND TRAINING
40. If new staff would need to be hired to manage the claims for the City, would the City consider participation in that endeavor vs. having copies of the adjuster resumes provided in the response to the RFP?
A. NO
41. Please explain in detail each section of the pricing matrix.
A. PLEASE SEE EXHIBIT A-1 OF RFP.
42. Please clarify the "maximum payment" section - how does this impact the City's ability to participate in a "pay for performance solution?"
A. THE CITY OF ATLANTA WILL NOT PARTICIPATE IN A PAY FOR PERFORMANCE PROGRAM.
43. please clarify the page requirements for the Informational Proposal. One section of the RFP indicates 40 pages, double-spaced, while another section indicates 50 pages, double-spaced.
A. THE CORRECT PAGE LIMIT IS 50.

44. will the City of Atlanta accept e-mail verification for the MBWFE requirements or is an actual written correspondence required?
- A. THE DOCUMENTS THAT ARE REQUESTED IN THE RFP MUST BE A PART OF THE PROPONENTS SUBMISSION AS STATED IN PART 2 INSTRUCTIONS TO PROPONENTS.**
 - B. ALL certified firms must appear in the COA data base of certified companies in order for a prime contract to receive participation credit for the sub.**
45. will the City of Atlanta accept a client reference via email in lieu of an actual written correspondence as long as the client supplies all necessary contact information?
- A. THE DOCUMENTS THAT ARE REQUESTED IN THE RFP MUST BE A PART OF THE PROPONENTS SUBMISSION AS STATED IN PART 2 INSTRUCTIONS TO PROPONENTS.**
46. Will the City be willing to provide a breakout of all lost time, medical only, and record only claims back to policy year 2008?
- A. THE CITY OF ATLANTA IS UNABLE TO ANSWER THIS QUESTION AS WE ARE SELF-INSURED AND NO POLICIES EXIST. HOWEVER, REPORTS HAVE BEEN PROVIDED BACK TO FY 2006.**
47. Will the City provide a breakout of the number of open lost time and medical only claims back to the oldest policy year?
- B. THE CITY OF ATLANTA IS UNABLE TO ANSWER THIS QUESTION AS WE ARE SELF-INSURED AND NO POLICIES EXIST. HOWEVER, REPORTS HAVE BEEN PROVIDED BACK TO FY 2006.**
48. Will the City provide a breakout of total paid, total incurred, and total in reserves back to policy year 2008?
- THE CITY OF ATLANTA IS UNABLE TO ANSWER THIS QUESTION AS WE ARE SELF-INSURED AND NO POLICIES EXIST. HOWEVER, REPORTS HAVE BEEN PROVIDED BACK TO FY 2006.**
49. For cost containment, will the City provide whether it is on a per bill, per line, and cost savings arrangement?
- A. THIS INFORMATION IS PROVIDED IN QUESTION 31.**
50. How many catastrophic claims are presently open?

A. THERE ARE APPROXIMATELY 52 CATASTROPHIC CLAIMS OPEN.

51. Number of claims that are presently accepted by SITF and does the City utilize a vendor for SITF recovery?

- A. THERE ARE 24 OPEN ACCEPTED SITF CLAIMS.**
B. THE VENDOR IS RECOVERY SPECIALISTS.

52. Are present new claims being filed via a risk management system?

- A. NO, NEW CLAIMS ARE NOT PRESENTLY BEING FILED VIA A RISK MANAGEMENT SYSTEM. HOWEVER, THE CITY OF ATLANTA MAY ACQUIRE A RMIS IN THE NEAR FUTURE AND CLAIMS WILL BE FILED VIA THE RMIS.**

53. 18.Part 2; Contents of Proposals/Required Submittals: 1.3. The informational proposal must be limited to 50 pages, not including the required submittals (forms, resumes, recommendation letters, etc) vs. II Proposal Requirements the Proposal should not exceed 40 pages inclusive of the Executive Summary. **Question:** Please confirm the correct number of pages allowed for the Proposal responses?

- A. THE CORRECT PAGE LIMIT IS 50.**

54. Section 3.2.3. Key Personnel/Resumes

3.2.3.3.
3.2.3.3.1.
3.2.3.3.2.
3.2.3.3.3.
3.2.3.3.4.
3.2.3.3.5.

3.2.3.4.
3.2.1.

Question: Please clarify if this requirement is mandatory and/or required for this proposal?

- A. THE DOCUMENTS THAT ARE REQUESTED IN THE RFP MUST BE A PART OF THE PROPONENTS SUBMISSION AS STATED IN PART 2 INSTRUCTIONS TO PROPONENTS.**

55. Please note: Workers' Compensation claims handlers or personnel rarely if ever take part or play a role in client projects. This request would be next to impossible to obtain from a prior employer or client. Issues of confidentiality would certainly come into play.

- A. THIS IS NOT A QUESTION.**